
CENTRAL REGION COUNCIL ON WORKFORCE SERVICES

Monthly Meeting Minutes

Thursday, June 24, 2004

1:00 p.m.

Amended August 26 - note highlighted amendments

Presiding: Jane Reister Conard, Chair

Present: Allan Ayoub, Charles Daud, Greg Diven, Norman Fitzgerald, Rep. Brent Goodfellow, Bev Graham, Todd Hendriksen, Paul Jackson, Dr. Jill Merritt, Jon Pierpont, Steven Rosenberg, Kevin Schofield, Karen Silver, Kerry Steadman, Gordon Swenson (for Russell Thelin), Com. Gene White, Megan Wiesen, Ali Wilkinson, Julie Zimmerman

Absent: Deidre Darby-Duffin

Excused: Susan Archibeuque, Edward Armour, John Hill, Linda Fife, Doug Johnston, Dr. Stephen Ronnenkamp, Louie Silveira, Melva Sine, Russell Thelin and Dean Walker

Guests: Amy Bryson-Deseret News, Nikki Christensen-Crossroads Urban Center, Christine McDonough-Twelve Horses, Akilah Messado-Volunteer, Bill Tibbitts-Crossroads Urban Center

Staff: Craig Bunker-DWS Legal Counsel, Rosemarie Carter-DWS Administrative Services Director, Jean Steidl-DWS Facilities Coordinator, Michael Sullivan-DWS Director of Communications, Leno Franco, Steve Leyba, Diane Lovell, Melissa Olsen, Mary Peterson and Yvette Woodland

Call to Order & Announcements

Jane Reister Conard called the meeting to order at 1:00 p.m. Ms. Conard thanked the Council for the luncheon reception held in honor of her last meeting as Council Chair. She then welcomed the guests in attendance and thanked Greg Diven for chairing the May 27th Council meeting in her absence.

Ms. Conard shared items of business that were brought to the Council since the last monthly meeting. These included:

- On the Chair's behalf, Diane Lovell responded to a survey requested by the State of Utah Legislature. The survey was sent to Councils and Advisory Boards in the state and included questions such as:
 - How many members are on the Council?
 - What is the Council's statutory authority?
 - How long has the Council been in business?

Ms. Conard thanked Ms. Lovell for taking care of this request.

- The Council had requested an opinion from Tani Downing - DWS Legal Counsel regarding the process Central Region uses to select its Chair and Vice Chair. Ms. Downing forwarded the request to the Attorney General and indicated that she did not see any problems with our practice. We have a democratic election process by which the Council chooses its leadership. In accordance with statute, the "elected" leaders must be officially appointed by the Tooele County Commission and the Salt Lake County Council. Following our annual elections, the officer elects' names are forwarded to the Salt Lake County Council and the Tooele County Commission for final approval.

Ms. Conard introduced Yvette Woodland, Assistant Regional Director, who shared successes from the Central Region Eligibility Services Center (CRESC). Ms. Woodland shared a handout and highlighted the following:

- CRESC's 4th birthday was celebrated on June 8, 2004. 52 employees were recognized for their commitment over the past 4 years. Guest speakers included Raylene Ireland, Executive Director, James Whitaker, Deputy Director, and Jon Pierpont, Regional Director.
- The 100th employee graduated from the Training Center. Since its inception, the CRESC has held 12 Training Center Sessions. Of the trainees that have been placed within the region, we have been able to retain 80% of them from 3 months to 4 years.
- During June, visitors from Mississippi toured the CRESC and received information about the telephone and imaging systems. Since February 2004 guests from the United Kingdom and New Mexico also visited the CRESC.
- Over the last quarter almost 4,100 applications were processed by the Intake teams. The CRESC maintains nearly 21,000 cases monthly. This represents an increase of 17-25% in workload over the last twelve months.
- Nearly 22,000 calls were taken at the CRESC in May with a wait time of less than one minute and twenty-five seconds.

Consent Agenda

Jane Conard asked for a motion to change the order of Items on the Agenda to ensure all in attendance were able to participate in the voting process for Chair and Vice Chair.

Karen Silver made the motion. Paul Jackson seconded. The motion passed.

Ratification of 5/27/04 Action Items

Norm Fitzgerald made a motion to approve: (1) the minutes of the following meetings -3/15/04 Youth Council, 3/25/04 Regional Council and 5/13/04 Executive Committee; (2) New member nominees: Dr. Jill Merritt and M. Ali Wilkinson; and (3) Youth Employ-Ability Services (YES) Contract Extension through September 30, 2005.

Kerry Steadman seconded the motion. All voted Aye. The motion passed.

Approval of 5/27/04 Council and 6/10/04 Executive Committee Meeting Minutes

Charles Daud made the motion. Norm Fitzgerald seconded the motion. All voted Aye. The motion passed.

Council Chair and Vice Chair Elections

Greg Diven and Paul Jackson were nominated for the offices of Chair and Vice Chair respectively. Jane Conard opened the floor for additional nominations. None were offered. It was moved by Representative Goodfellow that nominations cease. Charles Daud seconded. All voted Aye. The motion passed.

Greg Diven and Paul Jackson each gave brief campaign speeches in the spirit of service.

Representative Goodfellow moved that by acclamation Greg Diven be appointed Chair and Paul Jackson Vice Chair. It was seconded by Norm Fitzgerald. All voted Aye. The motion passed.

Recommendation to Close DWS Temporary Placement Office (TPO)

Jane Conard led into the history of the potential closure of the DWS Temporary Placement Office (TPO) and referred to the Agenda Report in the Council's Packet under Tab 3.

In January 2003 a 50% reduction in TPO hours and staffing was proposed and approved by the Council. Effective April 1, 2003 the hours of the TPO were reduced to 4 hours daily - from 7:00 a.m. to 11:00 a.m. with a corresponding reduction in staff.

In May 2003, the Executive Committee considered and discussed whether DWS should continue to operate the TPO due to the declining numbers and expenses associated with maintaining the

office. Staff was asked to bring back additional information before the Council could make a final determination regarding the recommended TPO closure.

Staff gathered and analyzed additional information and is recommending the TPO be closed, effective August 31, 2004.

The recommendation is based on the fact that DWS is funding a temporary employment service and there are approximately 30 agencies in the private sector that offer this service at no fee. There are concerns that: 1) the TPO does not review nor investigate the employers; 2) the TPO does not "certify" nor verify the jobs; 3) appropriate taxes aren't paid by the employees nor the employers; and, 4) Workers Compensation is not provided for employees. These are viewed as risk to liability hazards.

Ms. Conard continued that in consideration of the mission of the Department of Workforce Services - to find jobs with a living wage and to assist customers with job placements leading to full-time employment - the TPO doesn't fit well within the continuum of services that are being promoted by DWS. Perhaps the most compelling information that has been provided after the two-year study that began in 2003 is that only 95 unduplicated customers have been served in this time. Based on the fact that we want to provide the greatest good with the funds available, the staff is recommending that the TPO office be closed and have begun to contact other agencies for the purpose of developing an interagency transition plan.

The building where the TPO is located belongs to the Department of Labor and the State of Utah pays operating and maintenance costs which amounts to approximately \$40,000 per year. This funding would go back to the State and be redirected to another program within DWS.

A motion to close the Temporary Placement Office (TPO) was made by Paul Jackson. Jill Merritt seconded the motion.

Karen Silver recommended a substitute motion that this Agenda Item be tabled until the August meeting to give everyone an opportunity to review the issues further. Allan Ayoub seconded the motion.

Jon Pierpont asked the Council to consider the concern for delaying the closure until August given that by then, we will be approaching the fall/winter season. The goal was to make the transition for these individuals to be served appropriately and for them to have the opportunity to find shelter and day labor options before the winter months ahead.

Ms. Conard called for a vote on the substitute motion offered by Karen Silver - to table the recommendation to close the TPO until the August Council meeting. Motion carried.

- 12 votes in favor
- 2 votes against
- 1 abstention - M. Ali Wilkinson

Representative Goodfellow commented that he voted to table this item and might have voted differently if he had more of an opportunity to discuss the merits.

Ms. Conard indicated that since the motion was passed to table, the merits would then be discussed at the August Regional Council meeting.

It was moved by Allan Ayoub and seconded by Jill Merritt that staff prepare a report on the potential closure that addresses the following questions:

1. Why did we (DWS) start the TPO Office?
2. What happens to the clients who currently go there and are we in fact serving any of those clients in any other capacity within our employment center systems?
3. Is it 95 people?

4. How many employers are impacted by this?
5. Have we ever had a Workers Compensation claim filed against an employer out of the TPO and if so, what liability did the agency incur?

Norm Fitzgerald asked additional questions:

1. What has happened since the hours were cut and the location moved.
2. Have there been complaints?
3. Are there political implications?

Representative Goodfellow asked, "If we close and move outright can CAP or someone else contract the services for a lesser amount?" He feels this agency (DWS) should be the "provider of last resort."

Ms. Conard closed the discussion by reiterating that the council is asking for a written report from staff with the background information requested. July 15, 2004 was set as the deadline date for Council members to submit any additional concerns to Jon Pierpont for the preparation of the staff report. She asked for a vote on the motion. The motion passed.

Committee Reports

Basic Needs - Karen Silver

Ms. Silver gave an update regarding UTA and the bus stop issue with regard to the West Valley Employment Center on 5600 West. Fifty-six hundred West is a State road and not a thoroughfare that West Valley City maintains. More information will follow as the work of the Committee continues.

Marketing - Ed Armour

Due to Mr. Armour's absence, no report was presented.

Facilities - Norm Fitzgerald

Mr. Fitzgerald deferred the Facilities Report to Ms. Jean Steidl who was scheduled to make a presentation later on the Agenda.

Training & Development - Norm Fitzgerald

Norm Fitzgerald reported that two requests for training provider approval have been received. Both requests were returned to the applicants requesting additional information.

Youth Council - Paul Jackson

Youth Council Chair, Paul Jackson reported that the Youth Council has adopted a new mission statement and is proceeding with the development of its 2005 goals and objectives.

Executive Roundtable

Greg Diven reported that the next meeting was postponed until July 8th due to a majority of committee members being out of town. He reported that approximately 20 manufacturers will be invited to participate in the first Roundtable.

Facilities Update & Status Report

Jane Conard turned the time over to Jean Steidl, DWS Facilities Coordinator. Ms. Steidl presented an update on the status of all DWS facilities within the Central Region.

Ms. Steidl shared the ongoing study regarding the need for a new facility in the South end of the valley and that DWS is looking for a site in the Northwest area of Salt Lake County. These needs will continue to be explored at the next Space Needs Assessment Committee Meeting on July 8, 2004 at 11:00 a.m. Ms. Steidl also indicated that the department is looking for a site located in the Northwest area of Salt Lake County.

Jane Conard proposed that an additional Council member participate as part of the Facilities Committee and the Space Needs Assessment Committee. Steven Rosenberg accepted the assignment to work on these Committees.

Jane Conard asked that a status report be presented at the August meeting on the Downtown Employment Center since its lease is due to expire in 12 months. Jean Steidl agreed to provide this information.

As the discussion on leasing continued, Rosemarie Carter, DWS Administrative Services Director indicated that the State's philosophy is that State owned buildings over time, are more cost effective than leasing facilities. However, the State does not take breaking a lease with a landlord lightly; therefore, much effort goes into the decision-making of each office location.

Ms. Carter also shared that the Department of Workforce Services inherited 104 buildings when the department was created in 1997. At that time, five separate agencies were consolidated into one department and the old leases ranged in length from 10 to 20 years. Currently DWS leases new facilities for a period of 5 years or less.

Representative Goodfellow asked if there was federal money available to help with the cost of building new facilities. He also asked that with shifting populations wouldn't it be a concern to build new buildings? Rosemarie Carter said there is a long-term process that takes place in evaluating the needs of properly locating a new building.

Jean Steidl then gave a brief history regarding the space needs of the Tooele Office and the four options considered, noting that the Tooele Office is in a lease until 2008: 1) Do nothing; 2) Minor Remodel; 3) Major Expansion; and, 4) New Facility. A remodel was deemed to be the most appropriate option at this time.

Ms. Steidl passed out a handout that summarized the Space Needs Assessment Committee's analysis of the Tooele Office and the options for remodel that are being considered. She reported that funding for a remodel has been requested and will likely be approved. New and updated demographics will be used to explore the need for a new building in the future.

Representative Goodfellow asked what type of consideration is being given to building a Regional Center in Tooele. Jane Conard responded by asking the Facilities Committee to consider the option for completion of a new facility in Tooele by 2008.

Jean Steidl ended her discussion by sharing the DWS Fiscal Year 2005 Facility Priorities list that included:

- Richfield - consolidation of two facilities
- Provo - HVAC replacement
- Ogden - exploring expansion
- Tooele - remodel
- TPO (Temporary Placement Office)

Regional Director's Report

Jon Pierpont's report was deferred to the August Council Meeting due to time constraints.

Old Business

None

New Business

Jane Conard reminded the council that no meeting would be held in July. However, the Executive Committee Meeting on July 8, 2004 is open to all members who would like to attend.

Public Comment

Bill Tibbitts from Crossroads Urban Center spoke regarding the closure of the Temporary Placement Office (TPO). He passed out a handout regarding an alternative proposal.

The meeting adjourned at 2:25 p.m.